

# **Aboriginal Health and Medical Research Council of NSW**

## **Student Handbook 2020**



**Aboriginal  
Health & Medical  
Research Council  
of NSW**

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Section 1  
WELCOME

## Welcome

Welcome to the Aboriginal Health & Medical Research Council of NSW RTO referred to as 'AH&MRC of NSW RTO' and congratulations on taking the first step into tertiary education. This is the start of your educational journey that will pave the way for your career.

The AH&MRC of NSW RTO is a Registered Training Organisation (RTO) designed to provide culturally appropriate accredited education courses in Aboriginal health and associated disciplines.

The Campus is the result of a long-term vision of the AH&MRC of NSW RTO to establish and maintain an Aboriginal community controlled educational institution in order to provide culturally appropriate accredited education course in Aboriginal health.

In pursuit of this vision, the AH&MRC of NSW RTO Board endorsed the establishment of the Campus in 2002 and Registered Training Organisation (RTO 91020) was achieved in 2004.

Since then the AH&MRC of NSW RTO has successfully delivered accredited educational programs.

The AH&MRC of NSW RTO is approved to deliver the following qualifications:

- HLT30113- Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care
- HLT40113- Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- HLT40213- Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice
- CHC43215- Certificate IV in Alcohol and Other Drugs
- CHC43315- Certificate IV in Mental Health
- CHC53315- Diploma of Mental Health
- CHC51015- Diploma of Counselling

As an RTO, AH&MRC of NSW RTO is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

## Acknowledgement of Country

We acknowledge the Aboriginal custodians of this land the Bidjigal and Gadigal Peoples of the Sydney Coast and thank them for welcoming us onto their traditional Country. We pay our respects to Aboriginal Community Elders both past and present.

We pay tribute to those Aboriginal Men and Women who have fought for many generations for the rights of Aboriginal Peoples and for a better future. We sincerely thank all those individuals and organisations from all backgrounds who have helped to make the Campus a reality.

## Our Vision

Aboriginal Community Controlled Health Services (ACCHSs) are sustainable and are driving holistic and culturally strong approaches to redressing health inequities for Aboriginal peoples in NSW.



## Our Purpose

The Aboriginal Health and Medical Research Council (AH&MRC) of NSW RTO works for the members across NSW to ensure accessibility to an adequately resourced and skilled workforce who provide high quality comprehensive primary health care services for Aboriginal communities.

The AH&MRC of NSW RTO works in collaboration with other Aboriginal Health and non-Aboriginal health partners to systematically address the social determinants of health and wellbeing.

## Our Values

The fundamental values of the AH&MRC of NSW RTO are unity, loyalty, inclusion and respect.

The staff of the AH&MRC of NSW RTO are committed to carrying out their duties with professionalism and integrity.

The AH&MRC of NSW RTO is committed to mentoring and investing in staff to enhance their skills development through training and career pathway planning.

The AH&MRC of NSW RTO is committed to fostering a Supportive Work Culture.

The development and implementation of these values reflects a commitment to increasing Indigenous employment and retention within the AH&MRC of NSW RTO.

## Dedication

We dedicate this Campus to the pursuit of excellence in Aboriginal health education and we prevail on our future generations to continue the vision of the AH&MRC of NSW RTO with passion, strength and innovation.

## Our Guarantee

We promise you will be provided with:

- Industry recognised and developed training;
- Practical scenarios to ensure your training is providing you with the skills required; and
- Support services to ensure your training can be completed.

## Contact Details & Opening Hours

Telephone: (02) 9019 0730

Fax: (02) 9019 0736

Email: [education@ahmrc.org.au](mailto:education@ahmrc.org.au)

Website: <http://ahmrc.org.au>

Campus Address: 35 Harvey Street, Little Bay NSW 2036

Postal Address: PO Box 193, Matraville NSW 2036



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Section 2  
MY ENROLMENT



**Aboriginal  
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## My Enrolment

### Enrolment Requirements

Our courses are designed for those who are currently working in the industry and must meet the following criteria(s):

- You must be either:
  - Australian citizen; OR
  - Permanent resident; OR
  - Humanitarian visa holder; OR
  - New Zealand citizen; OR
  - Hold a Visitor, Work or Business Visa which has study provisions (can only study for the period allowed on your visa).

AND

- For Certificate level qualifications listed on our scope of registration, you do not need to have a pre-requisite qualification or have previously completed Units of Competency. OR
- For Diploma level courses, you must meet the following criteria:
  - Completion of a Certificate IV or above (or equivalent); OR
  - Completion of a Senior Secondary Certificate of Education (or equivalent); OR
  - Completion of the Core Skills Profile for Adults (CSPA) at exit level 3 of the Australian Core Skills Framework (ACSF) in both literacy and numeracy; OR

AND

- LLN Level 3 across all testing areas or above for Certificate III level courses and Certificate IV or Diploma level courses.
- Be 21 years or above at the date of entry
- Student must possess & bring their own laptop or iPad to access resources during their study.

Some of our course entry is restricted to Aboriginal and/or Torres Strait Islander Peoples only. Please check the Entry Requirements on our website for further information.

When you have determined the right course for you, as part of the enrolment process, you are required to undertake an initial Language Literacy and Numeracy (LLN) assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

### Unique Student Identifier (USI)

Unique Student Identifier (USI) number is a national requirement for all students to obtain prior to enrolling in tertiary education or training courses. A USI is a reference number/letter combination created for you that stays with you throughout your educational life to securely maintain a record of your training attainment. Online access allows you to obtain a register of qualification history.

To enrol into an AH&MRC of NSW RTO course a USI needs to be provided before enrolment can be completed. Without a USI by law no Statement of Attainment, Qualification or transcripts can be produced. If you need to apply for a USI please visit <https://www.usi.gov.au/> or for assistance contact RTO Administration Staff.



## Enrolment

Your enrolment is accepted in full when you have completed the following:

- Submitted an application for enrolment form with the following documentation:
  - Current CV
  - Official Job description document provided by your employer
  - ID Proofs for funding (Drivers License, Medicare Card and Centrelink benefit card)
  - Proof of Aboriginality (for HLT30113, HLT40113 and HLT40213 courses only)
  - Signed consent form
  - Any academic transcript from previous VET courses undertaken in the last 3 – 5 years for potential course credits
- Undertaken the LLN assessment

## Special Needs

Students intending to enrol for training with the AH&MRC of NSW RTO are requested to advise us if they have physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etcetera) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the RTO Administration staff any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The RTO Administration Staff, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

## Student Numbers

A Student number will be provided to you via your confirmation of successful enrolment. This number is required for all assessment submissions and is vital throughout your student journey at AH&MRC of NSW RTO. The number is your unique student code that represents you as a student.

## Student Details

To ensure student privacy and information security, all changes to student details need to be updated as soon as possible to maintain student details are current. If your details need to be updated, please contact RTO Administration Staff for assistance.

## Fees

The AH&MRC of NSW RTO is generously funded by the Government at multiple levels to subsidise course fees to increase access to educational opportunities.

As a Registered Training Organisation (RTO) we can collect fees from the Student and must provide or direct the Student to information specifying:

- Fees that must be paid

- Payment terms and conditions including deposits and refunds
- Learner's right as a consumer, including but not limited to any statutory cooling-off period, if one applies
- Learner's right to obtain a refund for services not provided by us in the event the: arrangement is terminated early or we fail to provide the Services

Note: All fees will be clearly noted on brochures and associated websites

## Course Fees

Course fees vary due to the cost of delivery, as well as the level of subsidies available for that qualification via Government initiatives.

Short courses offered however may not have the subsidies available and full payment of the course will be required before completion or part payment before commencing to confirm registration.

Students however will need to be able to cover any additional costings that may occur throughout the course for example; textbooks, Personal Protection Equipment (PPE) or educational resources required.

Student assistance can be discussed with the RTO Administration Staff.

## Smart and Skilled Funding

Smart and Skilled funding provides eligible students with an entitlement to government subsidised training up to and including Certificate III level courses and government funding for entitlement level areas and Certificate IV and above in targeted priority areas.

To be eligible for funding, the following requirements are to be met:

- Aged 15 years or older
- Live or work in New South Wales
- Have left school
- an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen

To check for eligibility, please visit [Smart and Skilled Funding Eligibility](#)

## Payment Options

All payments can be made via bank transfer or cheque. If you require other financial options, please seek assistance from the RTO Administration Staff.

All short course fees or courses specifying full payment on registration need to be paid in full prior to commencing or course will be unofficial.

## Late Payment

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they must apply in writing to the CEO, at least two weeks prior to fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student/parent/guardian. The institute will not pay these fees.

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

## Refunds

All applications for a refund of monies paid to us are to be made to the CEO on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the RTO Administrative staff.

### Full qualification

Refunds of any unused portion of your fee payment are available in circumstances whereby we are unable to provide the services for which you have prepaid.

Refund application forms are available from the RTO Administration staff.

### Full refunds are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you (This includes the non-refundable deposit amount).

### Partial refunds are provided for:

A course is commenced but due to unforeseen circumstances, we are unable to complete the course (The refund amount is for any unused portion of the prepaid amount).

No Refund are provided for:

- Any poor and/or non-attendance
- Poor behaviour
- You provided false or misleading information
- You failed to comply with the conditions of the College

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

## Course Withdrawals

Learners who leave the course prior to completion will receive a statement of attainment for all units completed. If students do not start a course and withdraw with formal notice an explanation to the AH&MRC of NSW RTO then a possible refund can be determined.



Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

#### Where you have:

- Cancelled 20 working days prior to course commencement, an administration fee of \$150.00 will be applied for processing the refund
- Cancelled less than 20 working days, a fee equal to 80% of the course fee

## Course Deferrals/Suspension

### Request from learners

Learners who would like to defer their enrolments due to unforeseen reasons and resume later will receive a statement of attainment for all units completed.

Deferral request must be made by you in writing by you and is deemed to take effect on receipt of your written notification.

### Request by AH&MRC

Learners who are falling behind in the course progression will be either deferred to a later cohort or suspended on temporary hold by AH&MRC after communication and setting up an arrangement with the student.

#### Where you have:

- Deferred 20 working days prior to course commencement, an administration fee of \$150.00 will be applied for processing the refund
- Deferred less than 20 working days, a fee equal to 80% of the course fee

### Cancellations or Deferrals after the course commencement must be notified in writing and you will:

- Be refunded the unused portion of your course fee's
- Incur an administration fee equal to \$150.00

## Discontinued programs

The AH&MRC of NSW –RTO will make every effort to seek an educational alternative if a course is discontinued. Refund options will be available subject to course fee structures. If no alternate options are available a Statement of Attainment for all completed units will be issued.

## ABSTUDY

You don't need to live near our campus to study a course with us. We deliver a number of courses via residential study blocks. These courses are registered as Away from Base Mixed-Mode Program (AFB) course, which mean you may be able to have your travel, accommodation (twin-share) and meal allowances paid for when you attend residential blocks. To be eligible you must qualify for ABSTUDY and meet other entry requirements. (The student must reside 90 minutes or further away from the Campus).

After a student has been accepted and enrolled into the course, if they wish to apply for ABSTUDY Away from Base Allowance, they will be provided with the required SY021 documentation by RTO Administration staff.

When returning the completed SY021 form to RTO Administration staff, we will also require a brief letter from the student's employer service on letterhead indicating:

- That the service is not providing any travel and accommodation assistance;
- That the course is not a requirement of your position (note that the course can still be job-related, but it can't be a specific requirement of your position).

Once the documents have been received by the Campus, staff will fax this to ABSTUDY with proof of student enrolment. On receipt of confirmation of eligibility from ABSTUDY, the student will be informed. Travel and accommodation arrangements are made by RTO Administration staff in junction with the student three weeks prior to the block start date. On confirmation of arrangements, bookings are made through ABC Travel.

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Section 3  
**STUDENT SERVICES**

## Student Services

### Student Enquiries

Our dedicated RTO Administration staff are the first point of contact for prospective and current students and they will be able to assist with the following areas of enquiries or information:

- Courses
- Enrolment Process
- Personal Details
- Unique Student Identifier Number (USI)
- Financial Assistance/Fees
- Support Services
- Results & Graduation
- All other general enquiries

### AH&MRC of NSW -RTO Contact Details

Aboriginal Health & Medical Research Council of NSW RTO

Phone: (02) 9019 0730

Fax: (02) 9019 0736

Email: [education@ahmrc.org.au](mailto:education@ahmrc.org.au)

Website: <http://ahmrc.org.au>

College Campus: 35 Harvey Street, Little Bay NSW 2036

Postal Address: PO Box 193, Matraville NSW 2036

### Student Support

As we offer training courses to all members of the community, we have established several vocational barrier-supports which include special assistance with:

- Assessment tasks, and
- Language, Literacy and Numeracy.

We can, with the determination of suitable non-vocational support services to assist learners including, but not limited to:

- Accommodation assistance
- Centrelink
- Counselling
- Food/Material assistance
- Legal Aid
- Personal Support



- Australian Tax Office
- Ethnic Communities Council
- Women's Legal Resource
- Interpreting Services

## Literacy & Numeracy Support

The AH&MRC of NSW RTO create an inclusive and supportive environment for all students to access education, however if students feel they lack confidence in the areas of numeracy or literacy, we can assist.

Please seek assistance from your trainer who will provide you with options to help improve your literacy and numeracy skills. If a referral for further assistance is required, RTO Administration staff will also assist.

## Disability Support

The AH&MRC of NSW RTO prides itself on creating a supportive environment which promotes accessibility for all. We can provide variety of support options for students such as:

- Different Assessment Options
- Learning Plans
- Learning Support Coordination
- Referrals to External Support Services



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**Section 4  
TRAINING**

## Training

### Assessment and course progressions

Under the NSW Department of Industry standards for Smart and Skilled funding, you are required to provide all your scheduled assessments or contact us every thirty-days (30) to ensure that your obligations to the funding remains compliant as per requirements. Failure to report back to us may result in your course withdrawn.

### Assessment policy

The AH&MRC of NSW RTO assessment policy should be understood comprehensively by all students to understand the clear guidelines, rights & processes involved. The AH&MRC of NSW RTO assessment policy is to ensure equity and integrity throughout your student journey.

### How will you be assessed?

#### **All assessments conducted by us will:**

Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40110 Certificate IV in Training and Assessment or higher qualification.

All our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All our Assessment will be:

- Valid- Assessment methods will be valid, that is, they will assess what they claim to assess
- Reliable- Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- Fair- Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - Be equitable, culturally and linguistically appropriate
  - Involve procedures in which criteria for judging performance are made clear to all participants
  - Employ a participatory approach
  - Provide for participants to undertake assessments at appropriate times and where required in appropriate locations
- Flexible- Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment

We will achieve this through:

- Careful design of the assessments
- Validation and moderation of the assessment materials conducted in our annual review
- An understanding of the definition and practical application of the above definitions

The evidence of assessment that we collect must be

- Valid- The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- Sufficient- The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- Authentic- The assessor is assured that the evidence presented for assessment is the learner's own work.
- Current- The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

### Assessment Methods

The assessment tools shall include any combination of the following:

- Written questions;
- Oral questions; and
- Practical demonstration.

Note: Oral questions may be used to clarify written answers or activities undertaken during practical demonstration.

### Results

The training and assessment at the AH&MRC of NSW RTO is in-line with the Standards for Registered Training Organisations (RTOs) 2015. When assessing your work, these regulations require us to consider the following five elements:

- Is there enough evidence to show that the student will be able to work effectively in their chosen industry?
- Does the evidence cover all the requirements for each unit of competency?
- Has the student repeatedly and consistently performed at a standard expected in their given industry?
- Is the AH&MRC of NSW RTO confident that the evidence provided is the learner's own work?
- Does the evidence suggest that the student's knowledge is current?

If your trainer(s) are certain that all these questions can be answered yes, they will issue you a result of Competent (C).

If they believe that one or more of the questions cannot be answered yes, they will issue you a result of Not Yet Competent (NYC).

Alternatively, if you cancel the course before you have completed all assessments, you will be given a result of Withdrawn (WD).

### Re-assessment

Students not achieving competency for the units in the course, will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants.

Note: Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

### Assessment Extension

For an assessment extension you must complete the Assessment Extension Request form and ensure that appropriate RTO Administration staff receive it. To be considered this application must be made before the due date of the assignment.

Your application will be referred to your teacher who will approve or decline your request and return the tear-off ticket or an email.

This response must be attached to your assignment when you present it before the new due date.

## Other types of Assessment

### Credit Transfer

A credit transfer is when you apply to have your previous studies recognised for credit. We will assess your academic transcript and any other supporting documents you provide to determine how your previous studies are relevant to the new course.

A decision will be made to determine if any units you have previously completed are a direct equivalent to unit's learning outcome of your study at AH&MRC of NSW RTO. If you are granted a credit transfer, you will be given a result of Credit Transfer (CT) for the unit.

### Recognition of Prior Learning

RPL, more formally known as Recognition of Prior Learning is simply a skills assessment. It's a pathway which recognises a student's previous work achievements and competencies in view of attaining a nationally recognised qualification.

RPL enables new students to earn credits or qualifications for skills and experience they have already achieved.

Applications for CT and/or RPL must be made at the time of applying for enrolment.

There is no fee attached to a credit transfer, however if an application for credit transfer only shows sufficient evidence for Recognition of Prior Learning then the appropriate fee will be charged.

## Reasonable Adjustments

Reasonable adjustments are designed to enable students to achieve their maximum potential within a framework of academic standards. Reasonable adjustments assist a student with a disability to apply, enrol and participate in a course or program on the same basis as a student without a disability.

Reasonable Adjustments can take forms including, but not limited to:

- Allocation of additional time to complete assessments
- Revision of assessment delivery methods e.g. performing written assessment orally
- If an existing task poses a problem for the student, it may need to be substituted with another task and physical environment
- Adjustment of equipment

### What makes the adjustment reasonable?

An adjustment is reasonable if it balances the interests of all parties affected, so to determine reasonableness, the following are considered:

- The student's disability
- The views of the student on what is required
- The effect the adjustment will have on the student's participation, outcomes and independence
- The effect the adjustment will have on others, including teaching staff and other students.

You may apply for reasonable adjustment at any time. Please speak to your trainer to discuss the process.

## Transitional arrangements

The AH&MRC of NSW RTO will ensure that:

- Where a training product on our scope of registration is superseded, all students' training and assessment is completed and the relevant AQF certification is issued within one year of the date of the training product becoming superseded;

OR

- Students are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.

Following the expiration of one year from the date that a qualification is superseded, the AH&MRC of NSW RTO will not:

- Enrol or train students in that training product; or
- Issue a qualification or statement of attainment for that training product (except as a replacement for a previously issues qualification or statement of attainment).

## Certificate issuing

The AH&MRC of NSW RTO will issue certificates and statement of attainments for all successful completion of their courses within 30 days in accordance with AQF requirements.



Certificates will only be posted to clients at their nominated postal address as shown in their client login account. The onus is on the client to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission for the client. Duplicate or replacement copies of certificates incur a fee.

Copies of all certificates issued by the AH&MRC of NSW RTO will be kept in individual student file and can be provided as a soft copy upon request.

Reprinting of certificates will incur a cost.

## Access and Equity

The AH&MRC of NSW RTO is committed to promoting, encouraging and valuing equity and diversity with respect to its clients and to providing them with a positive learning environment to achieve success. We will ensure services offered are provided in a fair and equitable manner to all clients, free from bias.

The RTO abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see the AH&MRC of NSW RTO Access & Equity Policy.

### What if you are unhappy with your training or assessing?

- Appeals: You can apply for an appeal of your assessment if you do not agree with an assessment result.
- Complaints: You may lodge a complaint if you are unhappy with the training or facilities that you are provide with.

## Complaints and Appeals

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

### **In making your decision to enrol with us, you need to be aware that:**

- A complaint relates to any matter not related to your training outcomes
- An appeal only relates to you training outcomes

### **You may complain or appeal:**

- Informally- a brief discussion with your trainer, where the trainer's explanation is enough to resolve the matter
- Formally- in writing, where an investigation is required to resolve the matter

## Complaints

If you have a complaint, you are encouraged to speak immediately with the trainer/assessor to resolve the issue. If you are not satisfied that the issue has been resolved you will be asked to



complete a Complaints Form, to lodge a formal complaint. AH&MRC of NSW RTO will then investigate the complaint and advise you of the outcome.

If you are not satisfied with the outcome, you may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

- Complaints are to be made in writing within five (5) working days of the incident using the Complaints Form.
- A submitted complaint form will constitute a formal complaint from the student. Further detail of the complaint can be provided by the student verbally.
- The CEO must be informed of receipt of all complaints immediately.
- The CEO may delegate responsibility for the resolution of complaint.
- In the case of a complaint, the CEO will initiate a transparent participative investigation to identify the issues.
- Complaints, where possible, are to be resolved within ten (10) working days of the initial application.
- In all cases the conclusion will be assessed by the CEO.
- The student will be advised in writing of the outcome of their complaint within ten (10) working days of the resolution.
- If the outcome is not to the satisfaction of the student, they may seek an appointment with the CEO.
- If the student is not satisfied with the decision, they have the option to seek outside assistance to pursue the complaint.

Our full complaints and appeals procedure are available in:

- In your pre-enrolment package
- By phoning or emailing our office

## Appeal

The AH&MRC of NSW RTO ensures that clients have access to a fair and equitable process for appeals against assessment decisions.

Valid grounds for an appeal against an assessment could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the competency;
- Faulty or inappropriate equipment; and/or



- Inappropriate conditions

All appeals shall follow the below process:

- Appeal to be made in writing within five (5) working days of notification of the assessment decision using the Appeals form.
- A submitted Appeals form will constitute a formal appeal from the appellant. Further detail may be provided by the appellant verbally.
- The CEO shall be informed of receipt of any appeal.
- The CEO may delegate responsibility for the resolution of the appeal, as appropriate.
- Appeals, where possible, are to be resolved within twenty (20) working days of the initial application.
- In all cases the conclusion will be approved by the CEO.
- The appellant will be advised in writing of the outcome of their appeal, within ten (10) working days of the resolution.
- If the outcome is not to the satisfaction of the appellant, they may seek an appointment with the CEO.
- If the appellant is not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

## Smart and Skilled- Consumer Protection Policy

### Purpose

AH&MRC of NSW RTO is aware of its responsibilities to provide consumer protection for all students as specified in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTOs 2015 and the Smart and Skilled Consumer Protection Policy.

To ensure our students are fully protected and are aware of their rights and of avenues for complaints and appeals, we have developed the below strategy for our Consumer Protection.

### Policy Statement

AH&MRC of NSW RTO is dedicated to ethical marketing practices; we will not undertake marketing that is misleading or of unacceptable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We recognize that Australian Consumer Law (ACL) applies to the following education and training services, including:

- Advertising, marketing and promotion
- Seeking and taking enrolments
- Training delivery
- Student assessment
- Handling of complaints by training providers
- Requests to cancel a student's enrolment.

The ACL also applies when these services are provided by Subcontractors and Agents (referred to as a Third Parties) on our behalf.



## Our Guarantee

AH&MRC of NSW RTO assures that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework (AQF), other legislation that is relevant to Registered Training Organisation (RTO's) and in the duration and as described in our Course brochures.

If for whatever reason we cannot provide the training and assessment services that you have enrolled in, we will refund student fees in accordance with our refund policy.

## AH&MRC of NSW – RTO's Customer Protection Policy and Strategy

For all students undertaking training and assessment under the Smart and Skilled, the following procedures are added to the points above:

- The RTO Training and Compliance Lead will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding body contractual compliance.
- The contact details of the Customer Protection Officer will be readily available to all students on the website and in pre-enrolment information pack.
- Details and links to the Smart and Skilled website and the contact number 1300 772 104 will be made available on the website, brochures/information downloaded from the website or printed and student induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- All effort will be made to resolve student complaints using the Complaints and Appeals Policy.
- If after the Complaints and Appeals process, a student is not satisfied with the outcome and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Protection Unit for Students.
- We will not offer encouragement of any kind, either directly or through agents, to promote student enrolment.
- We will ensure that the students meet entry requirements prior to enrolment, and we will not intentionally enrol a person who is unlikely to complete the training program successfully. Situations that may limit a person's ability to complete training are but not limited to include disabilities, LLN, lack of internet connection when online access is required to complete training or the failure to meet any licensing requirements.
- Students will sign to confirm they have read and understand the Consumer Protection Information. This will be included in the Declaration made by students when completing the enrolment form.

Contact details for the Customer Protection Officer as follows:

Name: Premi Sivanesan

Position: RTO Training and Compliance Lead

Contact details:

Phone: 02 9212 4777 (ext 431)/ 0491 149 860

Email: [psivanesan@ahmrc.org.au](mailto:psivanesan@ahmrc.org.au)

For further information about Customer Protection, please visit:

Website: [Smart and Skilled Consumer Protection for Students](#)

Email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

Telephone: 1300 772 104



## Practical Training and Work Placement

Some courses require work placement in order to facilitate the development of essential vocational skills.

Work placements are a study block of unpaid vocational training which pertains to practical experience within the workplace; a requirement of some AH&MRC of NSW RTO courses. Work placements are arranged through the campus with a third party. Other arrangements can be made but you need to seek advice from your trainer to discuss the placement to ensure it meets course requirements. An assessment component may be involved, and this will be specified before placement commences.

In these instances, we will arrange for practical training to be completed in the appropriate work placement settings.

Whereby a real workplace cannot be provided, we will undertake delivery of all practical training in a simulated environment which closely resembles an actual workplace.

## Study Period

Each course will be delivered in a block format with clustered units to meet the specific requirements for each student or group of students and a training calendar has been prepared for each course. A training calendar demonstrating each term and the units to be undertaken has been developed to assist students with their training commitment.

Each course calendar clearly indicates the following;

- A block consists of one-week face-to-face training followed by online post learning activities and assessments.
- A 7-10-week duration for each block of training;
- Each term is separated by 4 weeks holiday

Note: a semester is described as two (2) terms.

## Moodle

The AH&MRC of NSW - RTO use an online learning system Moodle for online course content. Moodle is a system for students to actively participate throughout the course via forums, boards and web-based videos to assist with learning outcomes. It is the sole responsibility of the student to maintain

Login Details and proactively engage with the online system for student course updates. For further information please seek assistance from trainers and RTO Administration staff.

## Privacy

AH&MRC of NSW is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. AH&MRC of NSW RTO is committed to safeguarding any confidential information obtained by the RTO.

AH&MRC of NSW will ensure:

- It maintains and promotes a current Privacy Policy;



- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records.

For further information, please check AH&MRC of NSW's Privacy Policy

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**Section 5  
STUDENT CODE OF CONDUCT**

## Student Code of Conduct

This Code of Conduct sets out the behaviour and conduct expected of students at the AHMRC of NSW RTO. The campus imposes obligations upon students to demonstrate respectful and considerate behaviour toward fellow students and staff as well as any external member of the public with whom they have interaction during, or as part of their studies.

### Students Rights

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Have personal property protected from damage and other misuse;
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Apply to have existing skills and knowledge recognised (RPL).
- Provide feedback and share ideas.

### Student Responsibilities

All students must:

- Notify us if personal or contact details change.
- Provide relevant and accurate information to AH&MRC of NSW RTO in a timely manner.
- Make regular contact with their Trainer/Assessor.
- Attend all classes.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet on the dates specified in their Timetable.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Contact AH&MRC of NSW RTO if any difficulties arise as part of their involvement in the program.

- Contact AH&MRC of NSW RTO if they are unable to attend a training session for any reason.
- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.

Note: Your enrolment may be cancelled if you are found to be in breach of student Code of Conduct.

## Personal Responsibility

Students are responsible for their own conduct at all times. They are expected to know and adhere to all aspects of the Code and other relevant campus policies regarding student behaviour.

Independent and self-directed learning is an important aspect of professional behaviour and the campus is required to produce graduates that are competent in these areas. Therefore, staff will always provide the guidance and support that students need to successfully complete their program of study however, students are ultimately responsible for their own education.

## Respectful Treatment of Others

There are serious consequences if you fail to treat fellow students, staff members or members of the public in a professional and respectful manner. Such behaviour:

- May have a serious effect on the health and wellbeing of the person or people affected
- May be detrimental to the student who has demonstrated this behaviour as it may affect their ability to secure employment
- Can harm the reputation of the campus

Therefore:

Respectful and professional behaviour towards fellow students, staff members at the campus and any person external to the campus, must always be demonstrated by students.

Bullying, harassment, vilification of, or discrimination against any person, be it a fellow student, staff member or any member of the public, will not be tolerated under any circumstances.

## Definitions

**Bullying:** Is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm.

**Harassment:** Is unwelcome behaviour that demeans, threatens, offends, humiliates and intimidates another person.

Vilification: An act capable of inciting hatred towards someone or something in order to ridicule a person or group of people on the basis of race, religion, sexuality or gender.

Defamation: the act of defaming; publishing false and derogatory material about a person that harms their reputation.

Plagiarism: The act of taking someone else's work or ideas and passing the material off as one's own creation.

Good Character: A person of good character behaves professionally, with integrity and honesty. That person also does not engage in any antisocial or illegal behaviour.

## Recording of Images and Appropriate use of Online Communication

The internet provides a worldwide audience and anything a student posts online can potentially be seen by anyone. Potential consequences of posting material online that is deemed sensitive, confronting, insulting, offensive or bullying in nature or defamatory include:

- Damage to the student's character which may impact on their ability to gain employment
- Distress for a person or people affected by any material, be it written or in image form, that can be deemed insulting, hurtful or vilifying or bullying
- Damage to the reputation of the campus

Therefore:

Students must not take photographs or make recordings in any class without the approval of the staff member in charge of that class. This also applies to placements.

If a student appears in any photo, then written permission of that student must be obtained.

Students must not post any material online that could adversely affect the reputation of the campus.

Students must not post any material online that is, or could be interpreted to be, insulting, hurtful, defamatory, vilification or bullying of any person, be it a fellow student, member of staff or member of the public.

If a student has complaint relating to their education, or about a member of staff, they should make their complaint through the appropriate campus channels.

## Academic Integrity

Fundamental components of professional behaviour are honesty and integrity, and the AH&MRC of NSW RTO expects that students will undertake all activities pertaining to their education with honesty and integrity at all times, throughout their study. Dishonest dealings regarding any aspect of a student's education can result in serious penalties including termination of enrolment.

Students must abide by the rules of the campus that govern their conduct in exams, assignments, essays, tests and other forms of assessment, and includes:

- Cheating in a test, examination or other form of assessment;
- Presenting another student's work for assessment as if it were one's own, or other forms of plagiarism;



- Fabrication or falsification of data or research results; and
- Falsification of an academic record and/or the signature of a fellow student on an attendance sheet is a potentially criminal activity.

### Plagiarism detention software

AH&MRC of NSW RTO has implemented Turnitin software in AH&MRC Moodle LMS to detect plagiarism on assessments submitted by students. Under this policy, if a student has copied work from other students current or past or from other sources without utilizing proper referencing techniques, this software will identify and make it available for our assessors.

With direct referencing, if your score is over 30%, you will be required to rework and resubmit your assessment tasks and will only be graded if the score is below 30%.

Where plagiarism has occurred from copying answers from fellow students, the following procedure will apply:

### Breaches of the Academic Integrity

Depending on severity and circumstances, penalties of plagiarism, cheating and collusion may include one or more of the following (i.e. sanctions may not be discrete):

- Completion and resubmission of a new assessment task; and/or
- All parties receiving a “Not Yet Satisfactory” result for the assessment task; and/or
- Verbal or written warning; and/or
- Suspension or expulsion from the course.
- Student records will be noted with all investigated and proven incidents.
- All incidents will be reviewed by the CEO AH&MRC of NSW RTO.

Please refer to Academic Integrity Policy for further information.

### General Behaviour

Students are responsible for their own safety. Students must not endanger, or potentially endanger, the safety or health of others.

The AH&MRC of NSW RTO will not tolerate antisocial or illegal behaviour. Student's that engage in such behaviour place their ongoing enrolment and their careers at risk.

AH&MRC of NSW RTO students are expected to comply with the Workplace Health and Safety Legislation and shall not use, possess, or supply a prohibited weapon or any prohibited substance at the campus premises. If any such item is found in a student's possession, they will be asked to leave the premises and if required, the authorities will be notified.

Students will use AH&MRC of NSW RTO property and resources, including communication technology resources, cooperatively, legally, sustainably, ethically and appropriately.

Students will respect the property rights of others, including students, staff and members of the public whilst on the campus premises.



Students will comply with any reasonable request or direction from campus staff regarding safety or compliance with policy, procedure or ethical requirements.

Unacceptable Behaviour includes:

Inappropriate clothing: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words

- Inappropriate language means: no swearing or abusive language
- Mobile phones: no mobile phone use during class times or recording of content
- Eating: no eating in the classroom
- Playing games on mobile devices during class times
- Lateness returning to class from breaks is unacceptable
- Disrespectful behaviour to all other learners, trainers and other individuals
- Misuse of the AH&MRC of NSW RTO computer system; littering
- Engaging in behaviour which may offend, embarrass, threaten or harm other students, staff or general public, including via electronic means
- Jumping, standing on or putting shoes on furniture is not permitted

### Breaches of the Code of Conduct

Students are expected to uphold the Student Code of Conduct or they will be subject to relevant policy and procedures for breaches of the Code. Where a breach of the campus's policies and procedures also breaches the law, the AH&MRC of NSW RTO may also report the criminal activity to the police.

The AH&MRC of NSW RTO has an obligation to take immediate action when a student's behaviour is inappropriate because it has a duty of care to ensure a safe learning environment for all members of the campus.

Any report of a breach of this Code against a student will be dealt with in accordance with the provisions of the Breach of Code of Conduct Procedure.

### Allegations of Breach of the Code of Conduct

If you witness or suspect that a student may be breaching the AH&MRC of NSW RTO student Code of Conduct, you may bring this to the Campuses attention by speaking to the RTO Administration staff.

All allegations of breaches of the Code will be dealt with in accordance with the Breach of student Code of Conduct procedures.

### Consequences for a Breach of the Student Code of Conduct

Any student found to have breached the student Code of Conduct may have one or more of the following conditions set upon their enrolment at AH&MRC of NSW RTO

- Withdrawal: immediate withdrawal from all courses currently enrolled in at AH&MRC of NSW RTO.

- Suspension: A student's enrolment may be suspended for a period of time pending a decision by the CEO or delegate.
- Ban: A student may be banned from entering AH&MRC of NSW RTOs grounds.
- Re-enrolment subject to conditions: The CEO or delegate may set conditions on any future enrolments for the student at AH&MRC of NSW RTO.

## Attendance Requirements

- Students are required to attend all face to face classes.
- Students are required to inform their Trainer of the reason(s) for any absence (including lateness).
- Students are required to notify the campus by 8:45am of any absences or lateness.
- Students are required to be in class, ready to begin, at all scheduled class times. If the student is not present at the scheduled class times, they will be marked as absent for the relevant session.
- Students are required to submit all scheduled assessments via Moodle by the due date or contact us every thirty-days (30) to monitor the course progression.

## Illness

- Students are required to provide a medical certificate for an illness related absence of 2 or more study days.
- In the event of prolonged or continued illness, students will be requested to discuss options with the RTO Administration Staff.

## Other Absenteeism

If you require a leave of absence from your studies for reasons including:

- Funerals
- Family responsibilities
- Cultural activities

AH&MRC of NSW RTO understands that there are many circumstances that may arise that will affect a student's ability to attend classes. Therefore, to ensure students are not unnecessarily withdrawn or accrue a Centrelink debt, they should discuss the options available with the RTO Administration Staff.

## Class Break Times

Students must adhere to scheduled class times and break times. Scheduled class times are outlined in the student course information.

## Breach of Attendance Policy

RTO Administration staff record and review student attendance weekly to ensure student attendance meets study requirements. When student attendance does not meet study requirements or if:

- Student is absent for 3 (three) consecutive days without notification

- Student attendance becomes irregular
- Student absence becomes a pattern; and/or
- Student absence becomes frequent
- Student arrival in class is regularly late

Note: Under the NSW Department of Industry standards for Smart and Skilled funding, you are required to provide all your scheduled assessments or make contact with us every thirty-days (30) to ensure that your obligations to the funding remains compliant as per requirements. Failure to report back to us may result in your course withdrawn.

Students will receive one of the following notifications.

#### 1. Letter of Absenteeism

This letter serves as the first warning of a breach of AH&MRC of NSW RTO Attendance requirements and you are required to meet with the RTO Administration Staff within 5 working days to discuss the matter.

#### 2. Letter of Intention to Withdraw from the enrolment

This letter serves as the final warning of a breach of AH&MRC of NSW RTO Attendance requirements and you are required to meet with the RTO Administration Staff to discuss the matter. Failure to respond to the notification immediately will result in your enrolment withdrawn.

#### 3. Letter of Withdrawal

This letter serves as a notice of student's withdrawal from AH&MRC of NSW RTO for failing to abide by AH&MRC of NSW RTO Attendance requirements.

### Re-enrolment Following Withdrawal

An application for re-enrolment will only be considered with a written appeal to RTO Training and Compliance Lead (or his/her delegates).

### Drugs and Alcohol Policy

AH&MRC of NSW RTO provides a study environment free from the presence of drugs and alcohol. Accordingly, drugs and alcohol are prohibited on the campus, field excursions and all other campus functions.

If any substance is found in a student's possession, or you enter the campus premises or its facilities whilst intoxicated, you will be asked to leave the premises and if required the authorities will be notified.

### Breach of Drug and Alcohol Policy

If a student breaches the Drug and Alcohol Guidelines at AH&MRC of NSW RTO, their enrolment may be immediately withdrawn, or they will be made subject to a Breach of student Code of conduct preceding.

### Smoking Policy

AH&MRC of NSW RTO promotes a Smoke-Free Environment for all users; therefore, no smoking is permitted within campus grounds or any other AH&MRC of NSW RTO training facility.

The only designated smoking area is outside the campus on Harvey Street and students must ensure that their cigarette butts are extinguished and disposed of appropriately before leaving the area.

### Breach of Smoking Policy

If a student breaches the Smoking Policy, they may be made subject to a Breach of student Code of Conduct preceding.

### Computer and Internet Use Policy

AH&MRC of NSW RTO students have access to the Wi-Fi services available on campus for study-related purposes. It is to be used appropriately in-line with the student Code of Conduct Guidelines.

All personal technological devices can be used on campus and are able to access the Wi-Fi, however the device is the sole responsibility of the student. All losses and damages are not the responsibility

### Breaches of Computer and Internet Use Policy

If a student breaches the Computer Use Guidelines, they may be made subject to a Breach of student Code of Conduct preceding.

### Motor Vehicle and Equipment Usage Policy

Students are not permitted to drive campus vehicles or borrow campus equipment. The CEO (or delegate) may choose to waive this policy under certain circumstances, however an application must be made in writing to the CEO (or delegate).

### Breach of Motor Vehicle and Equipment Usage Policy

If a student breaches the Motor Vehicle or Equipment usage Guidelines, they may be made subject to a Breach of Student Code of Conduct preceding.

### Mobile Phones Usage Policy

Mobile phones and electronic devices can be used on campus, however mobile phones must normally be switched off during classes to ensure that the rights of all students and staff are respected as well as ensuring a safe and supportive learning environment. AH&MRC of NSW RTO's core business of teaching and learning needs to be conducted in an environment free from unnecessary distractions or disruptions.

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**Section 6  
INFORMATION ON LEGISLATION**

## Information on Legislation

### Education and Training

Independent national bodies have been created to monitor tertiary and vocational educational providers to ensure students are receiving education and training at a national standard.

The following legislation and acts are designed to guide monitoring bodies and tertiary and vocational education providers to ensure a national standard of education is being provided to students:

- National Vocational Education and Training Regulator Act 2011
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Standards for Registered Training Organisations (RTO) 2015
- Data Provision Requirements 2012

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's Vocational Education and Training (VET) sector. You can visit ASQA's website at [asqa.gov.au](http://asqa.gov.au). For further information on Legislation and Acts visit [www.legislation.gov.au](http://www.legislation.gov.au).

### Student Identifiers Act 2014 (USI)

This Act provides for student identifiers and access to transcripts relating to vocational education and training, and for related purposes.

All students undertaking nationally registered training in Australia are required to have a Unique Student Identifier (USI). This is a unique number issued to everyone that remains the same for life. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you are studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

The main benefits of the USI for students and training organisations are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source
- There will be immediate access to VET records. This means they can be quickly given to employers and other training organisations as proof of VET achievements
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

### Workplace Health and Safety

Under the NSW Work Health and Safety Act 2011, the AH&MRC of NSW – RTO must provide a safe environment for both staff, students and the general public to ensure they are not exposed to risks to their health or safety while they are on campus.

### Privacy Policy



The following Acts govern when and how personal information can be collected and who it can be shared with.

- The Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Freedom of Information Act 1982

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## Human Rights and Equal Opportunity

Every person, everywhere at every time has the right to live free from discrimination on the grounds of race or nationality, skin pigment or ethnic origin, racial vilification, age, sex or gender, sexual harassment, marital or relationship status, sexual orientation, gender identity, intersex status, care status, actual or potential pregnancy, breastfeeding, trade union activity, criminal record, medical record, impairment or physical disability.

The following Acts outline these rights:

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

For further information on Legislation and Acts visit [www.legislation.gov.au](http://www.legislation.gov.au)

## Disclaimer

All information published within this handbook is ensured to be accurate and correct as of 2020. However, the AH&MRC of NSW RTO reserves the right to alter information without notice. For further enquiries please contact [www.ahmrc.org.au](http://www.ahmrc.org.au) or contact us on (02) 9212 4777.